

Bureau of Land Management (BLM) Customer Survey and Research Schedule

NOTE: For all programs with an * in the box, survey data is statistically valid at the national level and for some of the States (where there was a large enough sample) or all States. Survey result reports will provide the number of respondents per State and explain data reliability in more detail.

Program	FY 2003 State Specific Data	FY 2004 Draft Data
Recreation Sites - Survey of visitor with recreation sites.	Number of site specific surveys per State: AK-2, CO-3, ID-1, MT-1, NM-1, NV-2, OR-8, UT-1, WY-2 = Total of 21.	Same survey of different recreational sites. The Washington Office and States will coordinate to determine which 20-25 sites will conduct surveys.
Recreation Permit - Survey of permittee and outfitters satisfaction with the permitting process. *	All States that issue commercial recreation permits.	
Rangeland Management - Survey of grazing permittee satisfaction with the permit authorization process. *	All States where livestock grazing occurs.	
Wild Horses and Burros - Survey of recent adopters to determine how they found out about the program. *	All States.	
Land Use Planning (LUP) - Survey of local organizations, partners and stakeholders involved in the LUP process to determine their satisfaction with the public involvement process.	Oregon, Arizona and a third site not yet determined.	Three additional field offices that completed Land Use Plans.
Energy - NOTE: Survey administered in FY 2002 and report was submitted in FY 2003. Data is applicable for FY 2002. Survey of oil and gas permittees to determine satisfaction with the use authorization and issuance of non-compliance processes. *	All States where there are oil and gas permits and leases.	Energy: Same survey instrument as FY 2002. Survey data will be used against FY 2002 data for the purpose of benchmarking to assess whether customer satisfaction scores have improved or gone down. All data will be statistically valid at the State level.

Energy - Survey of Geothermal Wind and Coal permittees and lessees to determine use authorization and enforcement processes.	Geothermal, Coal and Wind Permittees: Qualitative survey where 9 people were interviewed. Respondents include stakeholders and customers.	Follow-up surveys to obtain full quantitative data for the Geothermal, Coal and other program areas in the energy and non-energy minerals group. Will conduct surveys using a larger sample size of respondents to collect quantitative data.
Mining - Survey of mining permittees to determine satisfaction with the mining claimant authorization process.	All States that have mining claimants.	
Lands and Realty - Survey of energy and roads Rights-of-Way applicants of the authorization and application process.	All States that have Rights-of-Way.	Energy and Non-Energy Rights-of-Way: Land Management Transactions; and Land conveyance process in Alaska.
Stakeholders/Partners - Survey stakeholders and partners for their satisfaction with the BLM's consultation process, responsiveness and ability to cooperate and collaborate to manage public lands. *	All States.	Effectiveness of partnerships: Work with the NLCS and other programs that develop partnerships and work with partners on a regular basis.
Comment Cards: To provide a comment system for customers using the products and services of the following programs: Wild Horses and Burros, Minerals Filing and Information, Recreation Permit, Recreation and Educational Use, Land Management Transaction, Public Room, Oil and Gas, Rights-of-Way and Rangeland Management.	Available to all State and field offices. For FYs 2003 and 2004, the BLM is making a concerted effort to distribute cards to programs and field offices that want to use customer feedback to evaluate or improve service delivery. Online comment cards will continue to be emphasized throughout the BLM. Online comment cards are hosted on all State external websites and a link to the cards can be sent to customers via e-mail.	FY 2003 comment card process will be repeated in FY 2004.